



Case Study – Global Steel Manufacturer

Background

This Global Steel Manufacturer is the world's number one steel company, present in more than 60 countries. It has led the consolidation of the world steel industry and today ranks as the only truly global steelmaker. Its industrial presence in Europe, Asia, Africa and America gives the Group exposure to all the key steel markets, from emerging to mature. Key financials show revenues of \$124.9 billion and crude steel production of 103.3 million tonnes, representing approximately 10% of world steel output.

As part of a larger project to implement best practices in Credit and Collections management to overlay SAP, Luminous came on board to help facilitate the training and change management across this implementation.

The task at hand

In 2006, the primary challenge was implementing this major change across 5 countries within Europe with people who were VERY resistant to this change due to being used to working with SAP and within that environment. The training involved 200 people.

Results

Between November 2006 and December 2006, the following was achieved:

- Luminous worked within their Luxembourg division and trained various people using French and German trainers to support the project which rolled out software using a multiple language interface across 5 countries in Europe.
- Luminous designed all the training for the roll out, including documentation, demo CD's, look-up cards, support network
- Luminous worked with the key stakeholders to promote the new product internally prior to rollout
- Luminous trained 200 users. 92% of the feedback was either 'exceptional' or 'extremely good'
- The Global Steel Manufacturer reported that for the first two weeks after implementation, they had two support calls which for them was completely unheard of in an implementation of this magnitude
- By the end of the project, the total cash-flow enhancement was €53m with cost reduction of over 20%, Luminous was proud to have been part of that change!